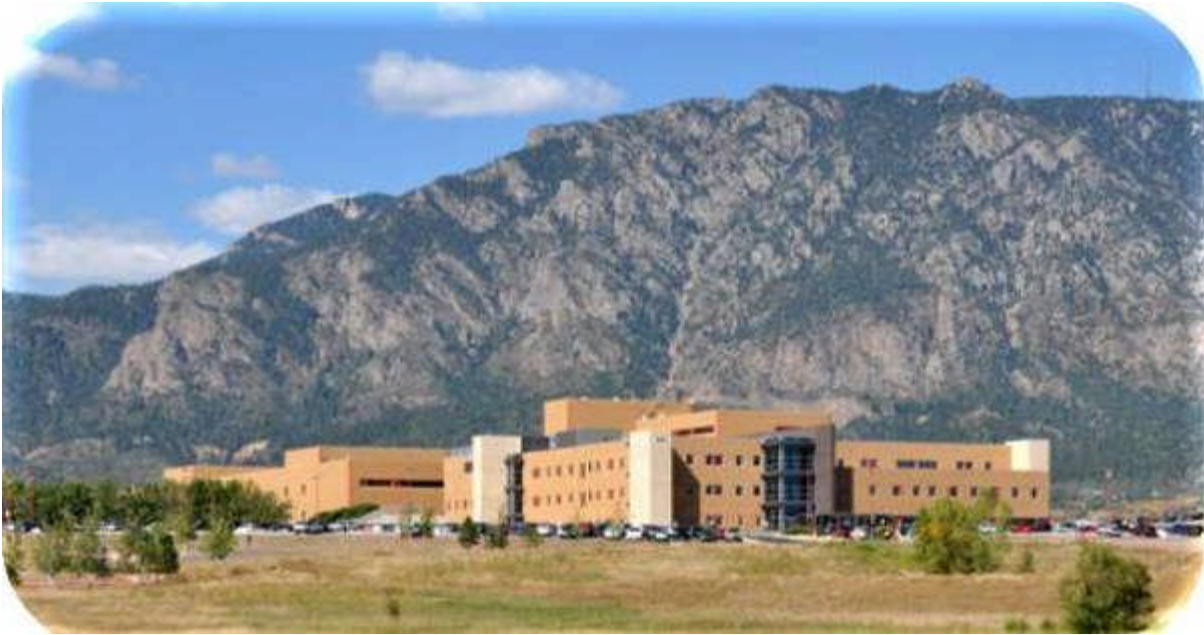


# PATIENT INFORMATION GUIDE



## EVANS ARMY COMMUNITY HOSPITAL



AUGUST 2012



**W**elcome to Evans Army Community Hospital, the community hospital and health center for the total military Family at Fort Carson and neighboring communities. We are proud of our staff and volunteers, our facilities and our success in providing high quality health and wellness services to our patients, especially the Soldiers of Fort Carson and their Families.

**T**his patient information guide has been prepared as a helpful guide to our services and facilities. It begins with an introduction to our history and to your rights and responsibilities as a welcome patient in our hospital and clinics. It describes, by clinic and service, the many ways we strive to keep you healthy or to manage problems should our preventive measures fail.

**W**e invite you to become familiar with your TRICARE health care options and to select the TRICARE Prime option. With your enrollment in TRICARE Prime, we can offer you priority access to care as well as a full range of wellness and preventive services. We invite you to our conveniently located primary care clinics – Family Medicine, Internal Medicine or Pediatrics – as your personal and your Family’s Primary Care Manager (PCM). During acute illness, we provide same-day scheduled appointments with PCMs. Our fully staffed Emergency Department stands ready to handle life and limb-saving services during emergency situations.

**M**y staff and I are here to care for you, your Family, and to provide you with the highest quality health care in the most professional fashion possible. Please let us know how we can best serve you through any of our staff and or the Patient Advocate (719) 526-7225 /7256 or ( 719) 524-5783or by completing an Interactive Customer Evaluation (ICE) Card and depositing it in a box.  
**I have an open door policy and welcome your comments.**

**Commander  
MEDDAC, Fort Carson  
Evans Army Community Hospital**

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Evans Army Community Hospital (EACH) is accredited by The Joint Commission (TJC). As such, you may contact TJC with any concerns about patient care and safety that have not been addressed by EACH at 1-800-994-6610. The hospital prohibits discrimination based on age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, and gender identity or expression.

## DID YOU KNOW?

Fort Carson's Hospital is a military hospital that has been meeting the health care needs of Department of Defense beneficiaries in the Pikes Peak Region since 1942. Evans Army Community Hospital offers comprehensive inpatient and outpatient services in a **tobacco free and latex safe environment**. We continually introduce new programs and technologies and our hospital consistently receives high ratings from The Joint Commission. If you or a loved one has ever been a patient at Evans Army Community Hospital, you are already familiar with our courteous, knowledgeable staff and our pleasant, well-designed facility. Most importantly, our highly trained physicians, nurses and other health care professionals deliver the finest medical care.

### MEDICAL SERVICES & PROGRAMS:

Emergency Service	Podiatry Services	Wellness Center	Preventive Medicine
Behavioral Health	Physical Therapy Services	Internal Medicine	Occupational Therapy
Well Women's Health	Dermatology Services	Pediatrics	Urology Services
Critical Care Services	Dietary Services	Family Medicine	Family Advocacy (SWS)
OB/ GYN	Pain Management Services	EENT Services	Occupational Health
Surgical Services	Case Management	Chiropractic Services	Laboratory
Pharmacy Services	Radiology	Neurology	Gastroenterology Services
Deployment Health	Acupuncture		

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## PATIENT RIGHTS

While you are a patient at our hospital, we want you to know what to expect from us and what we can do to help you and your Family.

### As a patient and/or surrogate decision maker, you have the right to:

- Be informed of the right to care that is respectful, recognizes dignity and is private to the greatest extent possible.
- Receive considerate and respectful care based on your cultural, psychosocial, spiritual, personal values, beliefs, and preferences.
- Privacy and confidentiality.
- Receive care in a clean and safe environment.
- Be well informed about your health and care.
- Participate in your care plan.
- Consent to or decline treatment.
- Information in the language you understand or to have information interpreted.
- Know the names and experience level of those providing your care.
- Have the Family involved in making informed decisions based on information provided regarding risk, benefits, and alternatives, with the patient or the surrogate decision maker's permission.

- File a complaint without being subject to recrimination, reprisal, coercion, or unreasonable interpretation of care, treatment, or services. If the above concerns are not addressed, you may contact The Joint Commission.
- Appropriate assessment and management of pain.
- Pastoral and other spiritual services.
- Consent to or decline participation in research studies.
- Have medical records maintained in confidence.
- Access information in your medical records, and may ask for an accounting disclosure if your information has been released.
- Contact the Patient Advocate by directly calling (719) 526-7225 or calling the hospital front desk/AOD at (719) 526-9722 or hospital operator at (719) 526-7000.
- Be informed prior to the initiation of billing procedures.

## **PATIENT RESPONSIBILITIES**

**As a patient in our hospital, your responsibilities include:**

- Provide information about your health, including past illnesses, hospital stays and use of medicine.
- Inform staff when translation is required.
- Ask questions when you do not understand information or instructions regarding care or services.
- Tell your physician if you believe you cannot follow through with your plan of care or course of services.
- Accept consequences for outcomes when choosing not to follow plan, care or services.
- Be considerate of other patients, staff and the hospital personnel.

## **YOUR HEALTH CARE TEAM**

Your physician, podiatrist, chiropractor, nurse midwife, nurse practitioner, physician's assistant, or licensed independent practitioner has primary responsibility for your treatment while you are here as a patient. All tests, medications, treatments and consultations with other specialists and the hospital's staff are ordered by your health care team.

A staff of professional nurses works with your physician to plan and provide your nursing care. In addition to your physicians and nurses, many other health care specialists such as technicians, therapists, pharmacists, dietitians, case managers and other professional staff will participate in your individual care plan. Additionally, personnel in areas such as logistics, environmental services and engineering are busy behind the scenes working for your comfort and safety.

## **PATIENT FAMILY CENTERED CARE (PFCC)**

The PFCC initiative is committed to strengthening the partnership between our providers, patients, and their Family members. We implement changes to better serve our patients and Families by ensuring that the Family's perspective is considered when developing policies and programs, as well as in the delivery of care. Anyone interested in serving on the Advisory Council or hospital committees should contact us at (719) 526-7733. PFCC provides medical and consumer health information to the Fort Carson community. The Resource Center supports informed health care decisions, and promotes wellness. It provides a comfortable, Family-centered environment where patients and Families have access to reliable patient educational resource materials. Stop by and check out a book, use the computer, send faxes, make copies, use the courtesy phone or watch television. Our services are free and confidential. We are located in Room 1025. Hours of operation: Monday-Friday, 8:00 a.m. to 3:00 p.m. is depending on volunteer and staff availability.

## **BEHAVIORAL HEALTH SERVICES**

The Department of Behavioral Health (DBH) consists of Psychiatry Service, Psychology Service, Child and Family Assistance Center (CAFAC), Social Work Service, the Family Advocacy Program, and the Community Behavioral Health Service. The mission of the DBH is to provide quality behavioral health services to our beneficiary population. This includes assessment and treatment services for active duty service members during normal duty hours, 7:30 a.m. to 6:00 p.m., Monday-Friday. Patients experiencing after-hours behavioral health crises can be seen through the EACH Emergency Department. Treatment at the DBH is conducted via individual, Family, group counseling, and education services. Call (719) 526-7155 for additional information as necessary. **The Suicide Prevention Hotline Number is 1-800-273-TALK. Access to Behavioral Health Services:** The principal focus and mission of EACH's Department of Behavioral Health is to serve active duty personnel. Other beneficiary categories are serviced through the local network; NO Referrals are needed for the first eight visits per fiscal year with the following types of providers who have a TRICARE participation agreement: Psychiatrist, Psychologist, Certified Psychiatric Nurse Specialist, Licensed Clinical Social Worker, Licensed Marriage and Family Therapist, and Licensed Professional Counselor. To find a participating provider, go to [www.triwest.com](http://www.triwest.com), click "**Provider**", then "**Specialty Behavioral Health**" and then select a provider. Active duty personnel **must** always have a referral from their Primary Care Manager or DBH provider in order to receive treatment by a Network Provider.

## **WARRIOR TRANSITION UNIT (WTU)**

In the summer of 2007, the Army Medical Action Plan was created to help develop solutions to improve processes and procedures for providing care to wounded, ill, and injured Soldiers at Army and VA medical treatment facilities. At the heart of the WTU, and the system's success, is its "triad of care". The triad is comprised of a squad leader, nurse case manager, and a primary care physician.

The primary care physician oversees care, which can be complex, given the multiple issues experienced by some Soldiers.

The triad of care creates the familiar environment of a military unit and surrounds the Soldier and family with comprehensive care and support, all focused on the wounded warrior's sole mission to heal and transition. These professionals put the Soldier first, cut through the red tape and mind the details. Primary contact numbers for the WTU Ombudsman Hotline is (719) 524-0044, 524-0046, and (719) 526-1477.

## **PHARMACY SERVICES**

Prescribed medications and refills are dispensed without charge to eligible military beneficiaries. The main hospital outpatient pharmacy is open Monday through Thursday 8 a.m. to 6 p.m., Friday 8 a.m. to 5 p.m. and Saturday 8 a.m. to 4 p.m. Federal Holiday hours are 8 a.m. to 4 p.m. The Pharmacy is closed on Thanksgiving and Christmas Day.

Full service pharmacies are also located within the Family Medicine Clinics, to include DiRaimondo Family Medicine Clinic (TMC 9), Robinson Family Medicine Clinic (TMC 10), Premier Army Health Clinic and the Soldier Family Care Center for patients receiving care at these clinics. Operating hours for these pharmacy locations are available from:

[www.evans.amedd.army.mil/Pharmnew/Pharmacy%20Hours.htm](http://www.evans.amedd.army.mil/Pharmnew/Pharmacy%20Hours.htm)

The refill pharmacy is located at the main Evans outpatient pharmacy on the west side of the pharmacy near the dining facility. Refills should be ordered in advance either by phone (719) 524-4081 or (888) 745-6427 or using the online ordering system:

[www.evans.amedd.army.mil/scripts/mgwms32.dll?MGWLPN=DOD&WEBAPP=PHARMACYENTRY](http://www.evans.amedd.army.mil/scripts/mgwms32.dll?MGWLPN=DOD&WEBAPP=PHARMACYENTRY). Prescriptions ordered before 12:00 p.m. Sunday through Thursday are generally ready by the next duty day.

## **CONCERN/ SUGGESTION/ GRIEVANCE PROCESS**

The hospital has a well defined process to address your concerns. All of the hospital staff are available and empowered to listen to your comments and take the necessary steps to resolve any issues you may have regarding your hospital experience. We encourage you to speak to members of your health care team or their supervisor about any issues you may have. A patient advocate can be reached by dialing (719) 526-7225. Another option is to complete and submit an ICE (Interactive Customer Evaluation) comment card. These are green cards available in every clinic.

## **RIGHTS AND SERVICES FOR THE DISABLED**

Evans Army Community Hospital continually strives to meet the requirements of the Americans with Disabilities Act (ADA) regarding the rights of all disabled individuals. Tell your nurse if you need assistive devices or services.

If you or a visitor encounter any physical or communication barrier in the hospital or believe you have been denied access because of your disability, please call (719) 526-7225.

### **PATIENT ADVOCATE OFFICE**

Patient Advocate Office offers the following services: wheelchairs while visiting the hospital; pharmacy stickers on IDs for hearing impaired patients; authorizations to pick up medications; referral tracking; Debt Collection Assistance Officers (DCAOs) to assist with debt collection due to unpaid medical bills; complaint and concern resolution; appointment coordination; beneficiary counseling for TRICARE, TRICARE for Life, TRICARE Reserve Select, Transitional Assistance Medical Program and MEDICARE patients; Customer Satisfaction training; and Newcomer's Orientation for hospital staff. This office can provide general information about all hospital activities and assists with meeting all patient needs as required.

### **PATIENT CONFIDENTIALITY**

In order to comply with Army Regulation 40-66, Medical Record Administration and Health Care Documentation, the Health Insurance Portability & Accountability Act (HIPAA) and out of respect for our patients and their Families, the release of patient health information is very limited. Family and friends may obtain limited information by calling the Admission's Office desk at (719) 526-7287. We advise patients to provide friends and Family members their room number and unit name, thus allowing the operator to transfer calls directly to you. You may receive flowers and /or mail during hospitalization. Notice of privacy protection is available in all outpatient clinical areas. The Evans Army Community Hospital Privacy Officer can be reached at (719) 526-7276.

### **STANDARD AND TRANSMISSION BASED PRECAUTIONS**

The clinics and wards have a separate handout describing our infection control procedures related to Standard and Transmission Based Precautions. Please ask for it if you do not see it and are interested in the information.

### **PREVENTING INFECTIONS IN THE HOSPITAL**

#### **What you as a patient can do:**

Infections can occur after many types of medical procedures. This is particularly true if you are having surgery. There are several things you can do to help protect yourself from infections in the hospital.

#### **Hand Hygiene**

- Protect yourself by asking your nurse and provider (anyone who cares for you) if they washed or used alcohol hand sanitizer on their hands before caring for you.



### **Planning ahead for surgery (if applicable)...**

- Do not be afraid to ask questions about your care so that you may fully understand your treatment plan and expected outcomes. You and your Family/friends will be able to better facilitate your recovery.
- If you have diabetes, be sure that you and your doctor discuss the best way to control your blood sugar before, during, and after your hospital stay. High blood sugar increases the risk of infection noticeably.
- If you are overweight, losing weight will reduce the risk of infection following surgery.
- Wash your hands carefully after handling any type of soiled material.
- If you are a smoker, you should consider a smoking cessation program. This will reduce the chance of developing a lung infection while in the hospital and may also improve your healing abilities following surgery.

### **While in the hospital following surgery...**

- If you have an intravenous catheter, keep the skin around the dressing clean and dry. Tell your nurse promptly if you notice any of the following: a loose or wet dressing, pain, redness, or swelling.
- Likewise, if you have a dressing on a wound, let your nurse know promptly if it works loose or gets wet.
- If you have any type of catheter or drainage tube, let your nurse know promptly if it becomes loose or dislodged.

## **PAIN MANAGEMENT**

Whether you are experiencing chronic pain as an outpatient or are suffering from acute pain and discomfort as inpatient, please let us know so we can make your stay with us as comfortable as possible. Improved pain management will help you improve your health, recovery and activities of daily living. Be aware of any pain symptoms that you may be experiencing so that you can report them at your next outpatient visit, or to the staff while you are an inpatient. Our entire healthcare team plays a role in helping you manage your pain. You may be asked questions such as the following, so be sure to think about these if you are experiencing pain:

- What your pain feels like, when you have it and how long you have been experiencing pain.
- Any other types of pain you have had.
- Medications or therapies that you have tried for pain and how successful they were.
- How does the pain affect your ability to live your life

The important thing to remember is that we want to know if you have pain so that we can help you. Waiting to address pain management issues can cause you unnecessary prolonged pain; please keep us informed.

## **VOLUNTEERS**

Our hospital is very fortunate to have volunteers through the Red Cross, working in our facility. They wear blue vests, name tags and hospital badges. Be assured that all our volunteers are screened and trained as if they were employees of the organization. All volunteers will comply with our established patient privacy and safety standards and your health care information is protected. No one can volunteer in our organization, unless they complete the Red Cross's interview, screening processes, followed by our required organizational orientation and training. Volunteers perform a number of essential duties, including assisting at Information Desks, transporting patients, answering phones and providing comfort to patients and family members. If you are interested in becoming a Red Cross Volunteer, call the Red Cross Office at (719) 526-7144.

## **SAFETY**

- While in bed, we suggest you keep the top two side rails raised to prevent rolling out while asleep or sedated and to help you get out of bed. The side rails are for your protection because hospital beds are generally higher than beds at home. Do not try to lower or climb over your bed rails.
- If at any time you have a concern about your safety, please notify your nurse.
- Check with your nurse before using any electrical appliances. Only appliances with three-pronged plugs may be used in patient areas and all appliances need to have a UL label and be approved by your nursing staff before use.
- As part of the hospital's safety program, regular fire drills and tests of our alarm system are conducted. When the fire alarm system is activated, some doors will close automatically. In the event of an actual emergency, directions and assistance will be provided.
- Children visiting their Family and friends must be closely supervised by their parent or guardian at all times.

## **TIPS TO AVOID A FALL DURING YOUR STAY**

Illness and/or medicines can affect your ability to move and can put you at risk for falls. To avoid a fall while in the hospital, please follow these suggestions from our nursing staff.

### **ALWAYS:**

- Wear non-skid footwear and walk slowly.
- Wear your eyeglasses.

- Use your cane, walker or other personal assistance devices.
- Plan regular trips to the toilet to avoid the need to rush.
- Ask for help getting out of bed if you feel weak, dizzy or light-headed.
- Do not be afraid to ask for help, advice, or sufficient pain medications.
- Ask to have your bedside table, telephone, and call bell/ light within your reach.
- Call the nursing staff if there is a spill on the floor.
- Keep the night light turned on in your room.

## **PERSONAL PROPERTY**

Please take advantage of the hospital safe to store your valuables. Ask your nurse for assistance. Even in the safest of places, theft can sometimes occur. The hospital cannot be responsible for the loss of money, jewelry, or other valuables left in your room.

Immediately notify security at (719) 526-7655 if a theft occurs or call the hospital operator.

We strongly encourage patients to leave valuables at home since all jewelry must be removed for surgery. When not in use, store dentures, eyeglasses and hearing aids in the tray of your bedside table; not on your food tray. To avoid accidental disposal, dentures should be placed in a labeled denture cup. Exceptions to our medical policy will be made on an individual basis. Patients are discouraged from bringing valuables, but if needed the hospital safe is located in the Treasurer's office and is available for use.

## **MEDICATIONS**

Please leave your personal medications at home unless directed by your health care team to bring them in. Give these medications to your team upon arrival. While you are in the hospital, it is important to talk to your doctor about your medicines and have a current list of medications that you take at home, including:

- Prescription medicines
- Over-the-counter medicines (like aspirin and cough medicine)
- Vitamins
- Herbal products
- Diet supplements
- Natural remedies
- Amount of alcohol you drink each week
- Recreational drugs

Make sure that your ID bracelet is visible and accurate and that whoever provides your medication to you, asks you your two patient identifiers. Inform your healthcare team of any food, drug or latex product allergies you may have experienced in the past.

Ask your nurse to provide information about the medication you are receiving and any side effects to expect or report. A pharmacist is always available for additional education as needed.

### **LOST AND FOUND**

To report a lost or found item, advise your nurse or call Hospital Security (Bldg 7505 room 240) at (719) 526-7951/7655. You may also check in the Patient Advocate Office (room 1011) (719) 526-7225 or the Chaplains Office (room 1031) (719) 526-7386 or (719) 526-7412 for any lost or found items.

### **SECURITY**

In the interest of personal safety, all exterior public building entrances are locked when visiting hours end. Entrances are secured starting at 6 p.m. until 6:30 a.m. Monday through Friday. To enter the hospital after hours, use the West entrance of the hospital.

### **FIREARMS AND WEAPONS**

Firearms and weapons, including those regulated or authorized by a permit, are prohibited. Only personnel performing law enforcement or security duties may carry firearms within the facility. Such personnel are authorized firearms only when on duty and in connection with official duty.

### **ROOM ASSIGNMENT**

Most of the rooms at Evans Army Community Hospital are semiprivate (two beds), although we do have a limited number of private rooms, and four bed rooms. While every effort will be made to arrange for your preference, private rooms are assigned as conditions warrant. A request for a private room should be made through your nurse.

### **VISITING HOURS**

General visiting hours are 11 a.m. to 8 p.m. everyday. However, please check with your nurse as hours can vary depending on your medical unit. To respect other patients, visitors may be limited to two people in the patient's room.

Hospital allows for the presence of a support individual of the patient's choice unless the individual's presence infringes on others' rights, safety or is medically or therapeutically counter indicated. The individual may or may not be the patient's surrogate decision-maker or legally authorized representative. If you do not feel up to having company, ask the nurses to restrict your visitors.

### **TELEPHONE INSTRUCTIONS**

Local telephone services are provided for each patient at no charge. The number is listed on the telephone. Family members or friends can call you directly if you provided them your phone number.

To help ensure a patient's rest, incoming calls to patient rooms are restricted from 9 p.m. until 7:30 a.m. To place **local calls**, dial 99; then dial the desired phone number.

### **CELL PHONES/CAMERA PHONES**

Limit use of cell phones and cell phone cameras to protect patient privacy and prevent equipment frequency conflicts. Taking pictures of patients or providers is not allowed without their approval.

### **TELEVISION – YOUR CABLE SELECTION:**

3 FOX	20 C-SPAN	36 VH1	52 SPEED	70 FX
4 WB	21 EDCH	37AMC	53 G4 Tech TV	71 GOLF
5 NBC	22 New Born Channel	38 SCI-FI	54 WE	72 GAME
6 WGN	23 New Born SPAN	39 ABC FAM	55 FOOD	73 FSN
8 PBS	24 ESPN 2	40 Weather	56 MTV	74 MSNBC
9 GOVACC	25 ESPN	41 CMT	57 GAC	77 EVANS Channel
10 GOVACC	26 LIFETIME	42 USA	58 SOAP	
11 CBS	27 CNN HLN	43 E!	59 DISNEY	
12 HSN	28 A & E	44 HISTORY	60 NICK	
13 ABC	29 DSC	45 COMEDY	61 TBS	

### **MAIL**

Evans mail staff will personally deliver your mail to your bedside. Our Mail and Distribution phone number is (719) 526-7216. Also for your convenience, located just inside the hospital's west entrance is a US Postal Mailbox that may be used for outgoing mail.

**Mailing Address:** 1650 Cochrane Circle  
Fort Carson, CO 80913

### **PATIENT EDUCATION**

The Lane Medical Library offers a variety of health related videos and educational reading materials for patients and Family members. Library hours are Monday through Friday from 8 a.m. to 4 p.m. A variety of health topics and newborn care programs are also available on closed -circuit television offered on the hospitals cable network.

These programs augment what nurses teach patients on a one-to-one basis. We also have a Patient Education page on our website with a very broad choice of information resources. Ask your nurse for more information.

### **LIBRARY CART**

The library/ craft cart located in the Red Cross Office is a lending library that provides patients with a wide choice of reading materials and small craft items. Volunteers operating the cart make rounds on Tuesdays and Thursdays.

## **PATIENT DINING**

At Evans Army Community Hospital, we offer a restaurant style dining experience for our patients, which is similar to ordering hotel room service. Our Nutrition Care Division is committed to providing high quality meals of your choice, in a timely manner, at the appropriate temperature and delivered by one of our personable nutrition care employees. In addition to the usual fare, we offer a special entree, vegetable, and soup of the day. Order call-in hours are 6:00 a.m. to 8:30 a.m. for breakfast; 10:30 a.m. to 1:30 p.m. for lunch; and 4:00 p.m. to 5:30 p.m. for dinner. Simply call (719) 526-7222 from your bedside phone and place your meal order with one of our experienced dietetic technicians. You may order one to three meals at one time or up to three meals in a row. We hope you will enjoy your hospital dining experience. Let us know if there is anything else we can do to increase your satisfaction with our hospital dining.

## **VISITOR FOOD SERVICE**

The hospital dining facility, located on the West Side of the first floor west is open to patients, visitors and staff and provides a full range of meals. The hours are 6:00 a.m. to 10:00 a.m. (breakfast), 11:30 a.m. to 2:00 p.m. (lunch), and 4:00 p.m. to 5:30 p.m. (dinner). An additional Grab-n-Go is located on the first floor at the Soldier Family Care Center.

It is open Monday-Friday from 7:00 a.m. to 2:00 p.m. Vending machines with soft drinks and snacks also are available outside the dining facility. We accept cash and Visa or MasterCard credit cards only.

## **FOOD SAFETY GUIDELINES**

The hospital's Food Services Department prepares meals for patients under strict sanitary conditions to ensure food served to patients is safe. We will strive to accommodate your individual diet preferences with food prepared by the Food Services Department. If you feel your dietary needs are not being met, you can always ask to speak with a dietitian.

Bringing in food from outside the hospital is highly discouraged because many patients are on special diets and foods from outside the hospital may not be appropriate for some diets. Also, patients in the hospital are more likely to become sick from bacteria in food that does not affect a healthy person.

## **GIFT SHOP – THE CORNUCOPIA**

Located near the west entrance is the Cornucopia, our candy and gift shop. The gift shop has plants and flowers available for purchase. The hours of operations are Monday-Friday; 9:00 a.m. to 3:00 p.m. The store is closed on weekends. Phone number is (719) 576-9219. The Cornucopia accepts cash and credit.

## **VENDING MACHINES**

There are numerous snacks and drink vending machines placed throughout the hospital for your convenience.

## **ATM AND CHANGE MACHINE**

There is an ATM and a Change Machine located near the west entrance of the hospital, right outside the Dining Facility.

## **TRANSLATION/SIGN LANGUAGE SERVICES**

Interpretive services for sign language and foreign language translation are available at no cost and can be arranged through your healthcare team. Please ask for this assistance if necessary.

## **SPIRITUAL CARE**

### **Chaplains**

Chaplains are available to all patients and their Families in need of spiritual care, counseling and pastoral visitation. Chaplains try to make routine pastoral visits to all patients both to introduce the availability of spiritual care and to determine if there are any spiritual or emotional needs with which they can assist. Our chaplains are trained in special hospital ministry and are a vital part of our health care team.

Communion and anointing of the sick are available upon request. The chaplain can be reached at (719) 526-7386/7412 or through the hospital operator (719) 526-7000.

For emergencies, chaplains (Catholic and Protestant) are available 24 hours a day, 7 days a week. We have a Catholic Priest contracted for ministry available Monday - Thursdays, and the 1st Friday of each month. Counseling and guidance are available during the duty day in the Department of Ministry and Pastoral Care offices, located next to the Chapel on the first floor. If you are unable to come to the office, a chaplain can visit you in your room or talk to you on the telephone. After duty hours the Post "on-Call," chaplain is available through the Fort Carson Emergency Operations Center (EOC). The number is (719) 526-3400. Religious and "Self Help," literature is available outside the chapel doors, and is free. Bibles are available in every patient room for your use, or you may request a copy from the Chaplain's Office. Other Books of Faith, (Islam, Jewish, etc.) are also available upon request.

### **Chapel and Services**

Healer Chapel is located on the first floor of the hospital near Patient Administration (admitting). As a part of the chapel, a "Blessed Sacrament Chapel," is located off the left side of the main chapel. Either chapel is available for quiet moments, prayer and meditation, and is open 24 hours a day. A Prayer Box is located in the rear of the main chapel, and prayer requests can be made at any time – cards are removed daily and shared with the ministry team. Worship services are offered regularly every week:

- Catholic Mass Monday - Thursdays, and 1<sup>st</sup> Friday of each month at 12:00 p.m. and Sunday at 11:00 a.m.
- Protestant Services Sunday at 9:00 a.m.

### **Religious Freedom**

Under the United States Constitution and Title 10, USC, you have the right to religious freedom. Each patient has a right to have his or her cultural, psychosocial, spiritual, and personal values, beliefs, and preferences respected. This includes the right to ask for a chaplain visit, prayer, anointing, etc.; and the right to have your own religious leader (i.e. pastor, rabbi, etc.) contacted to visit you. The chapel facilities for prayer and meditation (open 24/7) are located on the first floor east side.

### **Bereavement Room**

A “Comfort Room,” bereavement room is located on the second floor Room 2901 to the left of the crossover bridge from the clinic side. This room is specially designed for those in grief, either over the loss of a loved one, or having received difficult news. Keys for the “Comfort Room,” are available from the Administrative Officer on Duty (AOD) and certain departments (Labor and Delivery, ED, ICU, and the Chaplain’s Office). The room contains a phone, literature, etc.

## **ADVANCED DIRECTIVES**

As a legally competent adult, you have the right to be involved in decisions about your care. Your physician will provide an explanation of your illness, treatment options and the possible outcomes. He or she will answer your questions and make recommendations regarding your medical treatment. We encourage you to discuss your condition and your choices for treatment with your Family or others who are close to you. You may have heard the term “Living Will”. A living will or advance directive allows you to make known your specific preferences about the type of medical care you would want if you were terminally ill or suddenly incapacitated. Some of the issues to consider are life support measures, resuscitation efforts, nourishment procedures and other matters. Federal law requires that you are informed of your right to make these decisions, and therefore, at the time of admission you will be given information that will explain the concept of advance directives. If you have an advanced directive, please bring a copy with you to have it placed in your Outpatient Record.

The three kinds of advance medical directives recognized in Colorado are as follows:

- Living Will – A document you sign telling your physician not to use artificial life support measures if you become terminally ill.
- Medical Durable Power of Attorney – A document that identifies a person you name who will make decisions for you if you become unable to make them yourself.
- CPR (Cardiopulmonary Resuscitation) Directive – An order that allows you to refuse resuscitation if you stop breathing on your own or if your heart stops.



It is not necessary for you to have any advance directives in order for you to receive care and treatment. Should you want to create an advance directive, contact your nurse. For more information about, or to obtain an advance directive, please contact the Fort Carson Legal Assistance Office at (719) 526-5572 or Admissions/Disposition Office at (719) 526-7287/7288. You will be asked during the admission process if you are interested in being an organ donor. Nursing personnel have the contact information for The Donor Alliance; the current Organ Procurement Organization (OPO), should the need arise. The OPO's contact information is (303)321-0060 or 1-(800)448-4644.

## **ETHICS CONSULTATION**

Many of today's health care decisions are very complex. They deal with questions of life and death and the quality of life. Such decisions may be complicated if the patient is not able to make his or her wishes known at the time decisions must be made. Family members who have responsibility for such decisions may be confused about the effects of their decisions. The Hospital's Ethics Committee provides consultation services to help a patient or Family deal with such concerns. This team assists patients, Families and hospital staff in talking about an appropriate plan of care.

The role of the Ethics Committee is advisory only; the team does not judge or make decisions. None of the parties involved are bound by the suggestions or opinions discussed at the Ethics consultation meeting. The consultation is intended to help clarify issues for those involved and to help them move on in making decisions. Anyone directly involved with a patient can seek a consultation on the patient's behalf. This includes the patient, Family member, physician, nurse caring for the patient and other members of the patient's health care team. You may contact a member of the Hospital's Ethics Consult Team, by dialing the Consultation Team pager at (719) 279-0797 or the Chaplains Office at (719) 526-7386.

## **OUR LOCATION & PARKING**

**Evans Army Community Hospital** is located at 1650 Cochrane Circle (building 7500) on the south side of Fort Carson. The easiest way to drive to the hospital is to enter through Gate 5 on the west side of post on Highway 115, which is up the hill (heading south) from Gate 1. As you drive on post you will see a large brick hospital to your right.

Patient only parking is located on the west (mountain side) of the hospital as well as the north and east side. (**See attached diagram, page 23**). Expectant mothers and disabled parking is located on the east and west sides of the hospital adjacent to the building (designated parking pass required).

**SFCC – SOLDIER FAMILY CARE CENTER** (Located on the East side of the hospital)

**First Floor SFCC**

The first floor may be accessed directly through the main entrance found on the east side of the hospital.

Alternatively, the west entrance of the SFCC (2<sup>nd</sup> floor SFCC, 1<sup>st</sup> floor Evans) that connects directly to the east entrance of Evans can be used to reach the first floor by taking the stairs or elevator. The clinics/departments there are as follows: Dental Clinic 2, Release of Information, Out-Patient Records, Child and Family Assistance Center, Immunizations, and Pharmacy.

**Second Floor SFCC**

The second floor may be accessed directly from the west entrance of the SFCC (2<sup>nd</sup> floor SFCC, 1<sup>st</sup> floor Evans). Alternatively, access to this floor can be achieved from the east main entrance of the SFCC (1<sup>st</sup> floor) and going to the 2<sup>nd</sup> floor using the stairs or elevators. The clinics there are as follows: Pediatrics, EFMP, and Family Medicine Clinics.

**Third Floor SFCC**

The third floor can only be accessed via stairway or elevator; there is no direct access from any entrance. The clinics there are as follows: Orthopedics, Podiatry, Orthopedic Radiology, Physical Therapy, Occupational Therapy, Chiropractics, and Acupuncture.

**PREMIER ARMY HEALTH CLINIC – (PAHC)**

This is an off-site clinic created for active duty beneficiaries and retirees. The clinic provides access to primary care as well as ancillary services for 6,500 patients enrolled to PAHC to both free up space at Evans Army Community Hospital and provide health care at a location that is convenient for the patient. This clinic is located at:

3920 North Union Boulevard,  
Colorado Springs, CO 80907  
(719) 260-4660

**Additional Services include:** Pharmacy and Behavioral Health.

**DISCHARGE ARRANGEMENTS**

Your physician will determine your discharge date and will write a discharge order. Your physician or nurse may request case management services during your stay and for your discharge. You and/or your Family may also contact the Case Management Department at (719) 524-4271 to request help arranging post-hospital services. When you are ready to leave the hospital, you will be accompanied to the lobby by a staff member.

All patients must discharge from the Admissions and Dispositions desk before leaving the hospital.

## **FINANCIAL AND INSURANCE INFORMATION**

The Department of Defense is required to collect from Third Party payers the cost of medical services provided to beneficiaries. The dollars collected under this program return directly to the MTF where you received your care. These funds must be used to improve the quality of health care at your facility. The funds collected through TPCP allow for services and equipment which would otherwise have no funding. You cannot be charged a deductible or co-payment for care received through the MTF. The government will absorb any cost your insurance does not cover. We need your help to keep your insurance information current and accurate to make the Third Party Collection Program a success by completing the Form DD2569 annually and presenting your "OHI green card" each time you visit the facility. For additional information please call 1-800-642-6700.

## **TRICARE INFORMATION**

Evans Army Community Hospital is located in the TRICARE West Region and supported by the TRICARE Regional Office — West (TRI-West). TriWest Healthcare Alliance ([www.TriWest.com](http://www.TriWest.com)) is the TRICARE Contractor for the West Region. If you are moving to Fort Carson from another region and plan to continue to use TRICARE Prime as your health care benefit, you must change your TRICARE enrollment. This is known as “portability.” The changes to your enrollment should occur within 30 days of your arrival to Fort Carson. You can enroll at any TRICARE Service Center.

TriWest has two TRICARE Service Centers (TSCs) located on Fort Carson to serve you during regular duty hours. One is within Evans Army Community Hospital on the first floor; walk in only. The other is located in the Fort Carson Welcome Center. The status of referrals and authorizations is also available by calling 1-888- TRIWEST (1-888-874-9378), and following the voice prompt by stating “authorizations” into the automated telephone answering system.

To schedule an appointment, call (719) 526-2273 or (719) 524-2273. In addition to calling to schedule an appointment with a military facility PCM, you can use the internet, by registering with: [www.tricareonline.com](http://www.tricareonline.com).

## **ENROLLMENT OF NEWBORN BABIES**

Parents have 60 days from the child’s birth to have the child enrolled in DEERS and then TRICARE Prime. For the first 60 days of life, the baby is considered TRICARE Prime as long as one family member or active duty parent is enrolled in TRICARE Prime.

In order to avoid costly healthcare, parents must obtain their child’s birth certificate and Social Security Number as soon as possible. Upon receiving the birth certificate the sponsor

must enroll the child in DEERS by going to the DEERS office (Bldg. 1039 O'Connell Blvd., Tel. (719) 524-3704.) If the Social Security Number is not received by the time the sponsor is enrolling the child in DEERS, DEERS will use a temporary number to get the child enrolled. It is the sponsor's responsibility to update DEERS with the new Social Security Number as soon as it is received. When the DEERS enrollment is done, the child can then be enrolled in TRICARE Prime. Call 1-888-TRIWEST (1-888-874- 9378), for any questions you may have about your healthcare.

## **DEPLOYMENT HEALTH**

The Department of Medical Readiness (DMR) consists of Audiology, Behavioral Health (BH), Traumatic Brain Injury (TBI), Dental, Immunizations, Laboratory, Provider, Optometry, Medical Start and Final, and Automated Neuropsychological Assessment Metrics (ANAM). We process all issues related to Deployment Cycle Support. Pre and Post Health Assessments, DD2795 and DD2796 respectively, are done as an integral part of Soldier Readiness Processing (SRP), within 60 to 90 days immediately prior to deployment and within 7 days post deployment.

Post Deployment Health Reassessments (PDHRA), DD2900, is completed 90 to 180 days post deployment. The Periodic Health Assessment (PHA), health maintenance and fitness for duty assessment is evaluated every time a Soldier processes through the facility. All In-Processing and Out-Processing Soldiers are required to process through the DDH. All processes have been expanded to have the capacity for comprehensive evaluations in BH, TBI, hearing, vision, prevention, risk, and wellness. All processes are multidisciplinary involving the assessment of physical and mental well being in a One Stop Occupational Health Clinic and located within building 1042. Please feel free to contact us at (719) 524-5593, (Medical Operations Asst) or (719) 524-5591, (Office Automation Asst.)

## **IMPORTANT TELEPHONE NUMBERS**

Note: If you are calling from inside the hospital, all phone numbers with the prefix “526” or “524” you need to dial the entire phone number.

Admissions & Dispositions	526-7287 or 526-7288
Allergy Clinic	526-7451
American Red Cross	526-7144
Appointments	526-2273 or 524-2273
ASAP (Bldg 6236)	526-2862
Behavioral Health	526-7155
Birth Registration	526-7278
Cardiology	526-7774
Chaplain’s Office	526-7386 or 526-7412
Chiropractic Clinic	526-7834
Contract Support	526-7628
Correspondence Release of Med Info	503-7012 or 526-7322
Coumadin Clinic	526-7160
Dermatology Clinic	526-7185
Dietitian	526-7290
Dining Facility	526-7972
DiRaimondo FMC	524-2047
DiRaimondo South	524-2738
Disease Management	526-7022
ENT Clinic	526-6399
Evans FMC	524-4068
Emergency Department	526-7111
Patient- and-Family-Centered Care Resource Center	526-7733
Gastroenterology Clinic	526-7453
General Surgery Clinic	524-4166
Immunizations - Adult	526-7451
Immunizations – Peds	526-7860
Internal Medicine Clinic	526-7160
Iron Horse FMC	526-9277
Laboratory	526-7900
Mail Room	526-7216
Med Mgt Division	526-4801

Medical Library	526-7286/7285
OB/GYN Appointments	526-7172
Occupational Health	526-2939
Operator	526-7000

### **IMPORTANT TELEPHONE NUMBERS**

Ophthalmology	526-7450
Orthopedic Clinic	526-7440
Patient Advocate	526-7225
Pediatric Clinic	526-7653
Pharmacy Services	526-7410
Premier Army Health Clinic	524-7601
Preventive Medicine	526-2939
Radiology - X Ray	526-7300
Refill Pharmacy Toll Free	1-888-745- 6427
Refill Pharmacy	524-4081
Rehabilitation Services	526-7120
Robinson FMC	526-7764
Social Work SVCS -4th Floor	526-4585
Third Party Collections	526-7700
Treasurer	526-7769
TRIWEST	1-888-874- 9378
Tumor Registry	526-7488
Urology Clinic	526-7115
Warrior Transition Unit	526-1536
WTU Social Work Services/ Bldg 813	526-8987
Warrior Recovery Center/ Neurology	526-4911
Warrior Recovery Rehab	526-3286
Wellness Center Bldg 1526	526-3887
Lost and Found	526-7951

Patient Parking: Patients can park in lot A at the west entrance of the main hospital as well as parking lot F on the Northeast side and lot G located at the east entrance. Parking lot F & G are designated for patients with appointments in the SFCC (Solider Family Care Center).

